



# Aging & Disability Resource Center

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Serving Green Lake, Marquette, and Waushara Counties

## Aging and Disability Resource Center Of Green Lake, Marquette, and Waushara Counties Coordinating Committee Minutes September 11, 2008 Location: Marquette County

- I. **Call to Order** – Warren Brewer called the meeting to order at 1:05 pm  
**Green Lake:**  
Eldon Dallman  
Joanne Guden  
  
**Marquette:**  
Shirley Floeter  
Mike Ingram  
Priscilla Starrine  
  
**Waushara County:**  
Bernadette Krentz  
Bev Walker  
Donna Kalata  
Bev Walker  
  
Others Present: Veronica Ottow (GL), Debbie Paavola (W), Kate Surprise (W), Jeremy Kral (M), LeRoy Dissing (GL), Sylvia Phillis (M)
- II. **Adoption of the Agenda** Motion was made to adopt the agenda by Donna Kalata, second by Joanne Guden, motion carried.
- III. **Approval of Minutes of the Previous Meeting.** Motion was made to approve the minutes by Mike Ingram, second by Joanne Guden, motion carried.
- IV. **Public Comment-** none
- V. **Reports**
  - A. **ADRC Local Activity**

Ottow shared August, Tri-County ADRC received at total of 387 calls. A out issues majority of the calls were in regards to health/in home services, financial assistance and public benefits. Many of the callers were calling about issues that concern themselves. Discussion followed about the types of calls the Tri-County ADRC was receiving.
  - B. **Statewide ADRC Activity**

Ottow attend the state meeting. The state completed there year long study of the ADRC customers satisfaction. According to the report the state as a whole is doing “good” but will be making efforts to strive for excellence. Counties that participated in the study will be getting an individual satisfaction report by the end of the year.

**C. Marketing/Outreach Update**

Ottow will like to meet with the marketing sub-committee after the meeting. Ottow will also have a table at the Wautoma Health Fair on Oct 4.

**D. Customer Satisfaction Survey**

NO surveys were sent out during the vacancy. Ottow will bring data to the next meeting.

**VI. Old Business**

**A. ADRC Position**

Veronica Ottow has started.

**VI. New Business**

**A. Budget**

The ADRC management team will be meeting to get the process started. Discussion followed.

**B. Resource Directory**

A new resource directory will be completed for 2009. Argus will once again be printing the directory. Set up will be the same at 2008. Libby Mertens will start updating information. If any members have any suggestion please let Ottow know.

**Future Meeting Date: November 13 @ 1:00 Waushara County**

**Future Agenda items: Budget**

**VII. Adjournment**

Motion to adjourn the meeting made by Eldon Dallman, second by Joanne Guden, motion carried.

Respectfully Submitted,

Veronica Ottow